

Executive Officer's Statement
California Victim Compensation and Government Claims Board

August 27, 2004

Extension of Board's September 11th Grant

The federal Office for Victims of Crime (OVC) has approved a six-month no cost extension of the Board's September 11th grant. Family members of September 11th victims and survivors were very pleased to learn that the quarterly support group meetings will continue through the end of this year. The support group meetings have played a significant role in their healing process. Plans are underway for the next support group meeting and September 11th anniversary commemoration to be held on September 18.

Therapists from the University of California San Francisco Trauma Recovery Center and Board staff will work with group members to prepare them to plan their own support group meetings in 2005. The Southern California support group already plans meetings without Board staff's assistance.

Participation at the National Organization for Victim Assistance Conference

The National Organization for Victim Assistance (NOVA) is holding its 30th annual conference in Sacramento from August 22-27. The conference highlights issues and advances in the field of victim services. This year's theme is, "Victim's Rights: The Gold Standard." Attorney General Bill Lockyer is serving as lead host. The Board's Executive Officer, Karen McGagin, is responsible for welcoming remarks at the Opening Ceremonies.

Founded in 1975, NOVA is the oldest national group of its kind in the worldwide victims' movement. NOVA's mission is to promote rights and services for victims of crime and crisis everywhere. It provides advocacy, training, professional development, ideas for program and service innovation, and membership services.

The Executive Officer and Board staff are hosting a workshop on the California Victim Compensation Program. The Board also sponsored a workshop, "September 11th—The California Story," which addressed California's response to the victims of September 11th.

Board's New Claims Management System

The Board's yearlong project to build a Claims Management and Information System (CMiS) has made significant progress during the last 60 days. Project staff completed the feasibility, definition and design phases and has entered the construction phase. Board management unveiled the new design to all Board staff in late July. During the next several months, the project team will present a series of demonstrations on how CMiS will assist staff to provide better services to our victims. CMiS implementation is on track and scheduled to be complete in March 2005.

Contra Costa County Joint Powers Unit Closes

By mutual agreement with District Attorney Robert Kochly, the Joint Powers County Unit (JP) contract with Contra Costa County was not renewed for Fiscal Year (FY) 04/05. The Board now contracts with 21 counties for the processing and oversight of Victim Program claims. These county JPs provide substantial assistance, helping the Board serve increasing numbers of victims of crime.

Historically, the Contra Costa County Probation Department oversaw both victim assistance and Victim Program functions. As of July 1, the District Attorney's Office supervises the victim assistance function, while the Board and Alameda County JP processes Victim Program claims. The five JP employees were reassigned to other Probation Department positions.

Other JPs and the Board are absorbing much of the workload with their current resources. Alameda County agreed to take new applications represented by Contra Costa advocates. They have received 100 applications and are monitoring the effects of the added workload.

Board staff distributed Contra Costa's significant inventory of applications and associated bills to 15 other JPs and Board teams. All 970 applications still in Contra Costa's inventory were reassigned to other JPs statewide. The 1,350 pending bills related to 376 active claims were reassigned to Board staff. Prior to the closure of Contra Costa, 3,100 inactive claims were inventoried and transferred to the Board. Board staff has recovered all equipment and property that belonged to the state. Canceling the contract will save nearly the entire \$507,000 contract amount.

Restitution Fund Nets \$1 Million Through New Program

An additional \$1 million is available for crime victims through the collaboration of three state agencies. The Franchise Tax Board (FTB) has collected the funds for the Restitution Fund through its Court-Ordered Debt Collection Program. The Board began working collaboratively in FY 02/03 with the FTB and the California Department of Corrections (CDC) to establish a process to collect outstanding restitution obligations from former parolees and probationers.

FTB began collections from former inmates and probationers who are no longer under CDC supervision in January. All payments go directly to FTB, and FTB holds them for 20 days before disbursing the money to the Restitution Fund via the State Controller's Office. FTB disburses money weekly to the Restitution Fund and retains a 15 percent administrative fee.

As of August 2, FTB had collected \$1,441,994.89 in outstanding restitution fine debt from post-parolees. Of this amount, the Board will receive \$1,229,969.72 while FTB retains \$212,025.17 in administrative fees. To date, FTB has remitted \$1,089,437.92 to the Restitution Fund with the remaining \$140,531.80 in the check request and clearing process.

Improved Quality Assurance Process Goes Boardwide

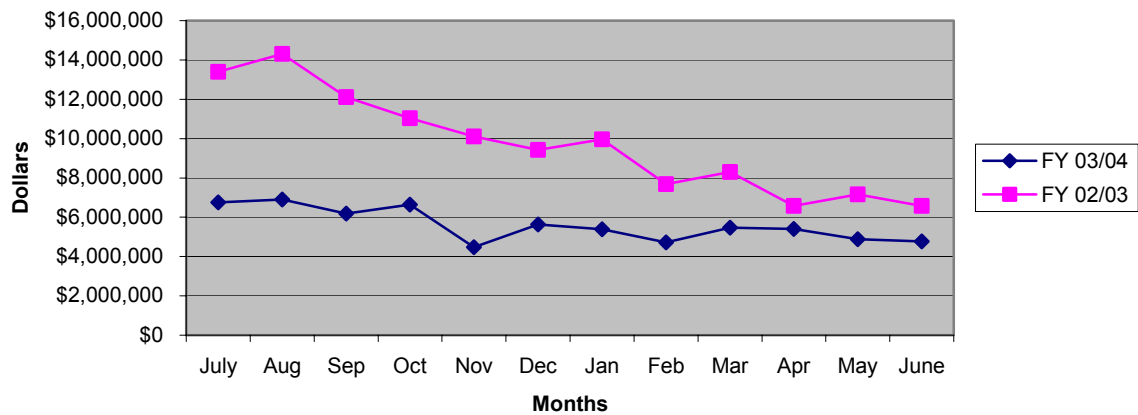
In an effort to strengthen the controls in the Board's claim processing functions, Victim Program staff designed an improved, standardized Quality Assurance (QA) process. The goal is to increase the efficiency of the program and eliminate inconsistencies among the claim processing teams. The improved QA process was tested in the Victim Program's teams. As a result, the improved QA process was implemented Boardwide on July 15 and in Sacramento County JP on August 2.

Victim Compensation Program Activity

VCP PAYMENTS

Fiscal Year Comparison	Month of June	Fiscal Year to Date	% Change from Prior FY
FY 03/04	\$4,770,208	\$67,220,824	-42%
FY 02/03	\$6,574,142	\$116,636,462	

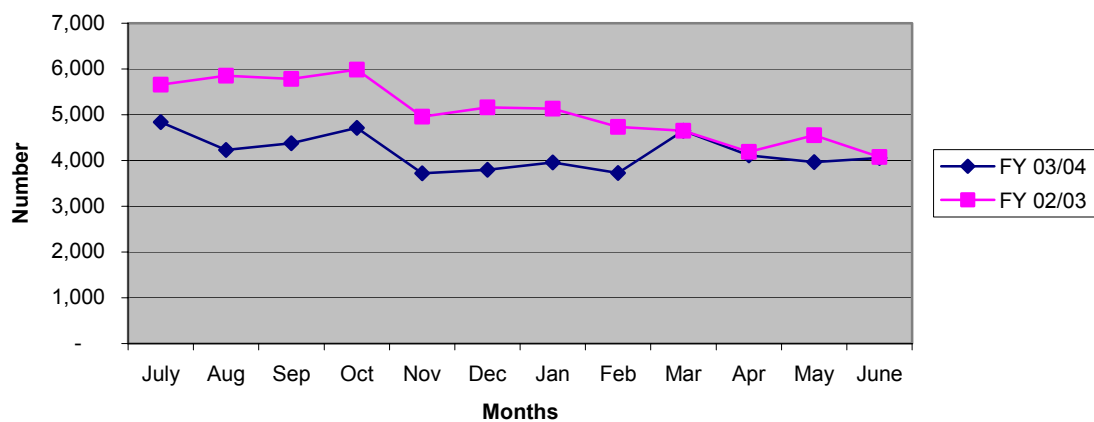
Payment Awards



VCP NUMBER OF APPLICATIONS RECEIVED

Fiscal Year Comparison	Month of June	Fiscal Year to Date	% Change from Prior FY
FY 03/04	4,058	50,145	-17%
FY 02/03	4,077	60,730	

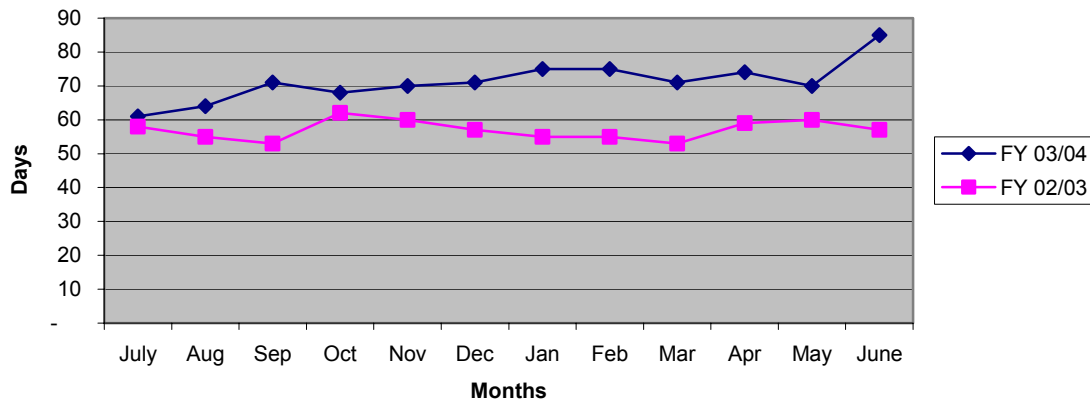
Number of VCP Applications Received



VCP APPLICATION PROCESSING TIME¹ IN DAYS

Fiscal Year Comparison	Month of June	Fiscal Year to Date	% Change from Prior
FY 03/04	85	71	25%
FY 02/03	57	57	

VCP Application Processing Time

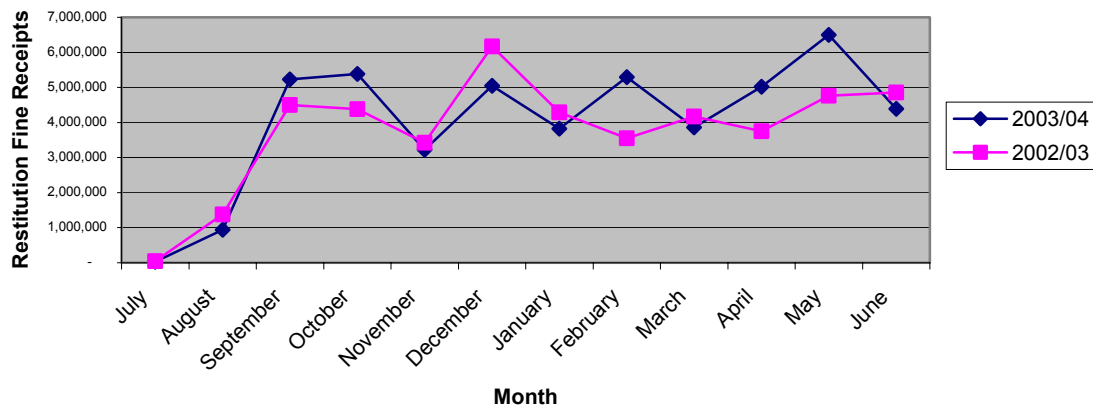


Revenue and Recovery

RESTITUTION FINES

Fiscal Year Comparison	Month of June	Fiscal Year to Date	% Change from Prior FY
FY 03/04	\$4,389,532	\$48,727,426	8%
FY 02/03	\$4,853,747	\$45,275,099	-

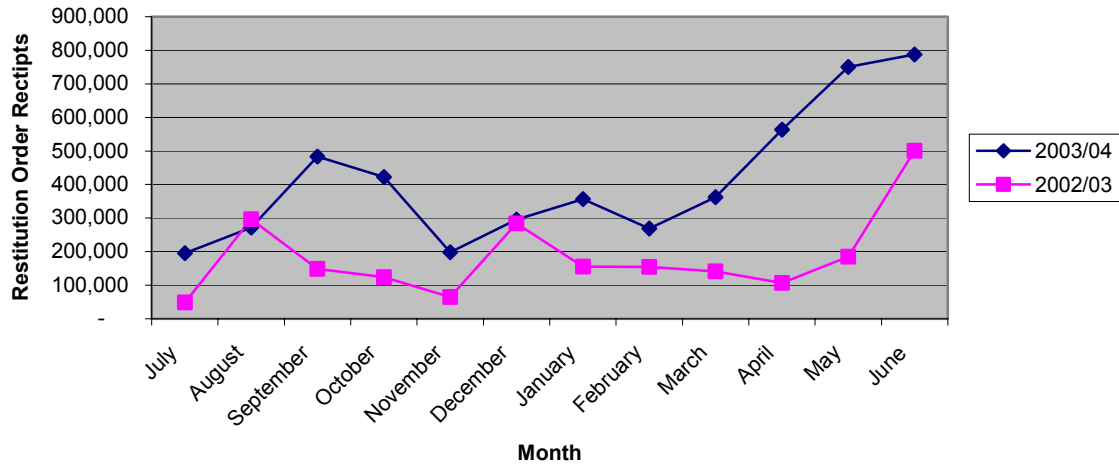
Restitution Fine Receipts By Month



RESTITUTION ORDERS

Fiscal Year Comparison	Month of June	Fiscal Year to Date	% Change from Prior FY
FY 03/04	\$787,140	\$4,956,734	124%
FY 02/03	\$500,855	\$2,209,750	-

Restitution Order Receipts By Month

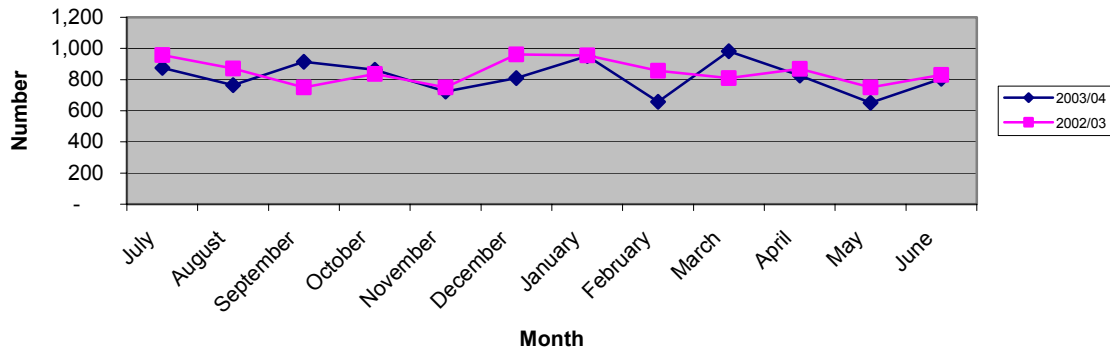


Government Claims

GOVERNMENT CLAIMS RECEIVED

Fiscal Year Comparison	Month of June	Fiscal Year to Date	% Change from Prior FY
FY 03/04	805	9,826	-4%
FY 02/03	830	10,197	-

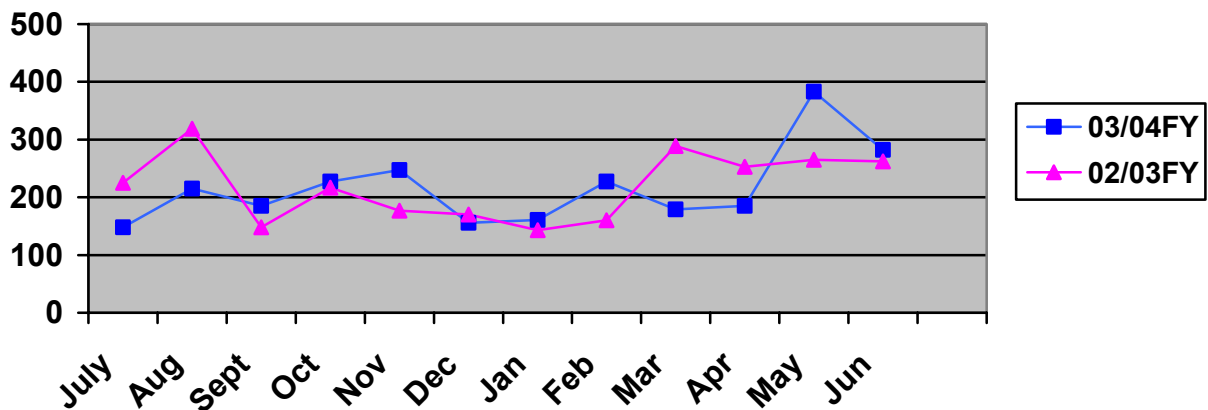
Government Claims Received



CONTRACT CLAIMS² – AVERAGE PROCESSING TIME

Fiscal Year Comparison	Month of June	Fiscal Year to Date	% Change from Prior FY
FY 03/04	282	211	3%
FY 02/03	262	204	

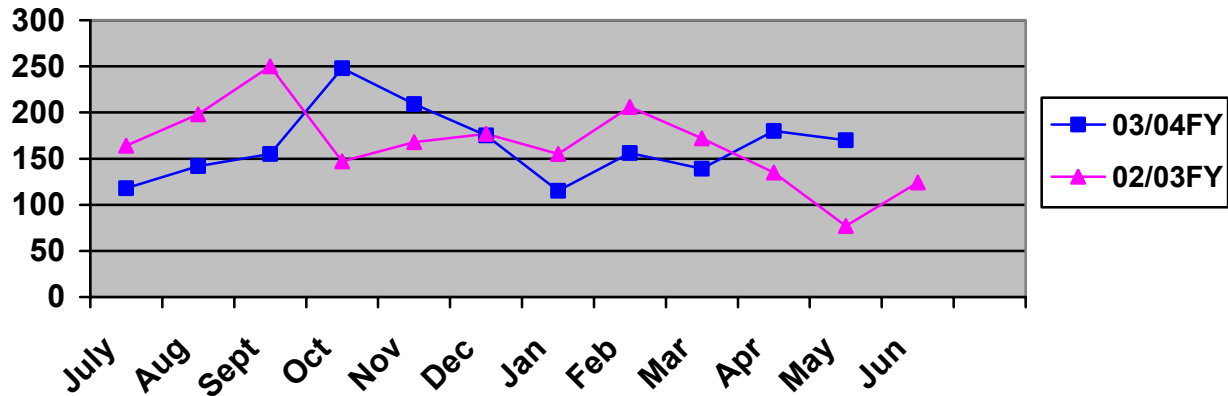
Contract Claims- Average Processing Time



EQUITY CLAIMS³ – AVERAGE PROCESSING TIME

Fiscal Year Comparison	Month of June	Fiscal Year to Date	% Change from Prior FY
FY 03/04	160	168	1%
FY 02/03	124	166	

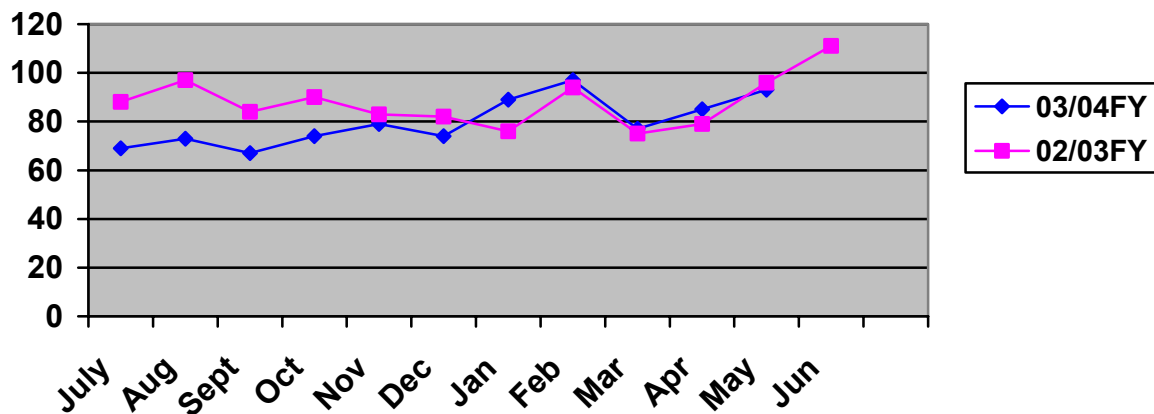
Equity Claims - Average Processing Time



TORT CLAIMS⁴ – AVERAGE PROCESSING TIME

Fiscal Year Comparison	Month of June	Fiscal Year to Date	% Change from Prior FY
FY 03/04	102	82	-8%
FY 02/03	111	90	

Tort Claims - Average Processing Time



¹ **VCP Application Processing Time** - We have changed the method for calculating the time it takes to process a claim to more closely follow the statute. For 18 months we used the federal Office for Victims of Crime's (OVC) definition of processing time. Their definition was, "The processing period begins when the compensation Victim Program first receives an application and ends when a check is mailed to or on behalf of an eligible victim. Count all calendar days during the processing period, including days in which the Victim Program is awaiting information, as well as the days from the time your Victim Program requests a check to be sent until the time the check is actually sent."

The OVC no longer uses that definition as part of their Victim Compensation Performance Report. The definition has inherent inaccuracies and does not address the entire Victim Program workload, as it does not include denied claims.

Therefore, we are using the method defined in Government Code 13958, which requires us to approve or deny completed applications within an average of 90 days of acceptance. Government Code 13952 requires our staff to determine whether an application contains all of the required information to make a decision, as defined in section 649.9 of the California Code of Regulations. If an application is incomplete, staff contacts the victim to seek the missing information. The counting of processing time begins when we accept an application as complete and ends on the consent hearing date (the date the staff recommendation to award or deny a claim becomes the initial decision of the agency).

The EO Report shows the re-calculated average processing time for each month from July 2002 through February 2004.

² **Contract claims** - These are typically claims where a vendor has provided services to the state, but a purchase order or contract was not officially in place at the time the services were performed and, therefore, the affected agency does not have the authority to pay the invoice without the Board's approval.

³ **Equity Claims** - These are claims where there is no legal liability on the part of the state to pay, but for which the claimant has asked the Board to exercise its equity power to provide payment in fairness for the action or inaction of a state agency. Also included, to a large degree, are outdated warrants (state-issued checks that went uncashed for more than three years).

⁴ **Tort Claims** - These are claims for damages filed against specific state agencies. These claims are generally rejected, but are a required administrative action to be taken by a claimant prior to bringing civil action against the state in a court of law. The filing of the tort claim gives the state advance notice of potential future litigation.